



COUNTY OF LOS ANGELES

CHIEF INFORMATION OFFICE

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November 26, 2013

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

20 November 26, 2013

A handwritten signature in cursive script, reading "Sachi A. Hamai".

SACHI A. HAMAI
EXECUTIVE OFFICER

Dear Supervisors:

REQUEST AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS FOR PURCHASE OF ADOBE SOFTWARE ENTERPRISE LICENSE AND PROFESSIONAL SERVICES

(ALL DISTRICTS AFFECTED) (3 VOTES)

SUBJECT

The Chief Information Officer is requesting Board approval to use \$2,148,000 from the County's Information Technology Fund to purchase an enterprise software license and professional services from Adobe Systems, Inc. to support the deployment of Countywide electronic forms.

IT IS RECOMMENDED THAT THE BOARD:

Authorize utilization of \$2,148,000 from the County's Information Technology Fund (ITF) to purchase an enterprise software license and professional services from Adobe Systems, Inc. (Adobe) to support the deployment of Countywide electronic forms.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The County's ITF was established to fund Countywide technology projects that improve the delivery of services to the public, generate operational improvements to one or more departments or programs, and improve inter-departmental or inter-agency collaboration.

In November 2011, the Board authorized ITF monies to purchase an enterprise Adobe LiveCycle Reader Extension software, which enabled County PDF (Portable Document Format) documents and forms used by employees, clients, constituents to become intelligent, allowing users to fill in, comment on, and save PDF files. More importantly, it positioned the County to further automate and

streamline many of the County's paper-based processes (print, distribution, processing, and capture) by automating processing of electronic forms.

This recommended action seeks Board authorization for funding in the amount of \$2,148,000 to:

1. Purchase a Countywide license, Adobe LiveCycle Enterprise Suite 4, for unlimited use and one year of maintenance and support; and
2. Acquire professional services for software installation, training, knowledge transfer, and to deploy the solution to automate the Countywide Outside Employment Form (OEF) process.

Adobe LiveCycle Enterprise License

The Adobe LiveCycle enterprise license will allow the County to acquire a comprehensive solution to develop, deploy, and manage electronic forms. This enterprise license leverages the County's collective purchasing power to achieve a 45 percent discount over current County pricing. The one-time savings for this purchase is approximately \$1,725,000.

The enterprise license includes the the following components:

- Forms Management – Provides the ability to create, deploy, and manage form templates to capture information;
- Forms Rendering – Allows templates to render forms into different file formats (i.e., PDF, HTML, and HTML 5) that could be accessed by PCs, tablets, and smartphones with a browser;
- Forms Workflow and Routing – Supports development of automated workflow routing for review and approval. Also provides process monitoring, including escalation, delegation, and reminder capabilities;
- Forms Portal – Provides users (employees, supervisors, managers) a forms dashboard to access and manage assigned tasks;
- Forms Data Import/Export – Enables forms to be pre-populated with data from enterprise and departmental systems. Also allows forms data to be extracted into these systems;
- Forms Compression and Archive – Allows completed forms to be flattened into a read only that cannot be altered for storage into a document repository; and
- Forms Enterprise Content Management Connector – Enables the integration of Adobe LiveCycle products to the County's enterprise content management systems (e.g., EMC Documentum).

Adobe Consulting Services

ITF funding is also requested to engage Adobe consulting services to assist the County in establishing a robust Adobe LifeCycle technical architecture and to deploy the County's OEF.

This engagement will support the following activities:

- Installation of all Adobe LiveCycle modules in the County's Shared Enterprise Content Management Infrastructure hosted by the Internal Services Department;

- Support development and configuration activities required for Countywide deployment of the OEF targeted for implementation in March 2014; and
- Provide knowledge transfer and transition activities, including training for developing forms, building forms applications, and assisting in preparing end-user training.

Implementation of Strategic Plan Goals

The recommended action supports the County's Strategic Plan Goal Number 1, Operational Effectiveness, which is to maximize the effectiveness of processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.

FISCAL IMPACT/FINANCING

Request authorization of \$2,148,000 to fund the purchase of a perpetual enterprise Adobe LiveCycle Enterprise Suite 4 license, one year of software maintenance and support professional services to establish a technical infrastructure, and deployment of OEF.

The annual software maintenance and support cost is approximately \$275,000. Also, the Adobe LiveCycle solution will leverage ISD's Shared Enterprise Content Management Infrastructure, which will require additional ongoing funding. These costs will be identified as part of Adobe's consulting engagement discussed above. The CIO will work with the Chief Executive Office (CEO) and Auditor-Controller (A-C) to include these costs in the Fiscal Year 2014-15 A-C's Integrated Application Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

There are no legal requirements or prohibitions to this recommended action.

CONTRACTING PROCESS

A County team comprised of participants from the CIO, A-C, and Department of Human Resources (DHR) conducted a comparative evaluation of existing County software products – EMC Documentum and Adobe LiveCycle – for a County eForms Solution based on common set of required eForm capabilities. These two solutions were selected to leverage existing investments the County has made in these products.

Both EMC and Adobe conducted structured fit-gap demonstrations based on these required eForm capabilities and were asked to submit software pricing proposals for their solutions. At the end of this process, Adobe demonstrated the closest fit to the County's requirements utilizing an integrated end-to-end eForms solution.

The CIO enlisted the services of Gartner, an independent information technology and research company, to validate Adobe's LiveCycle software capabilities and pricing proposal. Gartner determined the pricing proposal was extremely competitive with similar contracts of size and scope.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

This purchase will enable the following benefits:

- Improve service and responsiveness to citizens and staff by providing online forms and documents;
- Reduce errors and improve data quality by using built-in form validation rules and prepopulating form data;
- Improve internal efficiencies by eliminating manual data entry and automatically transferring data to core systems, and by automating tasks, such as finding, completing, processing, and routing forms for approval; and
- Reduce costs associated with paper by eliminating need for paper printing, storage, and distribution.

CONCLUSION

Board approval of the recommended action will enable the County to reduce the use of paper, generate operational efficiencies, and improve services delivery.

Respectfully submitted,



RICHARD SANCHEZ

Chief Information Officer

RS:GM:pg

c: Chief Executive Office
Chief Executive Office, Board of Supervisors
County Counsel
Auditor-Controller
Department of Human Resources